



**Age UK Torbay  
(A Company limited by guarantee)**

**Trustees' Report and Financial Statements**

**Year Ended 31 March 2019**

**Registered number: 04046684**

**Charity number: 1084684**

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Reference and administrative details**

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**Age UK Torbay  
(A Company Limited by Guarantee)**

**Reference and administrative details**

Trustees	Jacqueline Lyttle, Chairman John Hodge (resigned 5 November 2018) Kevin Shaw Samantha Stewart Alan Powell Faye Roebuck Rachael Howourth (appointed 5 November 2018)
Company registered number	04046684
Charity registered number	1084684
Registered office	12 Dendy Road Paignton Devon TQ4 5DB
Company secretary / Chief Officer	Helen Harman
Accountants	Francis Clark LLP Sigma House Oak View Close Edginswell Park Torquay TQ2 7FF
Bankers	Charities Aid Foundation Kings Hill West Malling Kent ME19 4TA  Bank of Scotland Plc Business Banking PO Box 1984 Andover SP10 9GZ  Barclaycard Commercial Teesdale Business Park Stockton on Tees TS17 6YG

# **Age UK Torbay (A Company Limited by Guarantee)**

## **Trustees' Report For the Year Ended 31 March 2019**

### **Structure, Governance and Management**

Age UK Torbay is a company limited by guarantee. Incorporated on 3rd August 2000, it has no share capital and is a registered charity. The organisation is governed by its Memorandum and Articles of Association, which establish its objects and powers. The principal object of Age UK Torbay is to promote the relief of elderly people in any manner, which now or hereafter may be deemed by law to be charitable in and around Torbay.

### **Recruitment and Appointment of Trustees**

The body responsible for the management of Age UK Torbay is the Board of Trustees. The Board meets bi-monthly.

The full complement of trustees is 9 and the Articles of Association require that there shall never be less than 3. Trustees serve for a term of 3 years and there are no restrictions on the number of terms that a Trustee may serve.

The Chair and Officers are appointed by the trustees from among their number. The Chair serves for a term of 3 years and is restricted to a maximum of 6 consecutive years in that capacity.

The Chief Officer attends all meetings of the Board.

Prior to inviting nominations the trustees review the skills profile of the board, and then try to attract candidates with relevant and appropriate experience and skills. Prospective trustees are interviewed by one of the trustee's and the Chief Officer, and invited to attend Board meetings on a trial basis before being nominated and elected as trustees.

New Trustees are presented with a welcome pack, which includes:

- Responsibilities of and Code of Practice for trustees;
- Legal documentation of the organisation, including the Memorandum and Articles of Association;
- Details of the Age UK Brand and Age England Association;
- Job Descriptions of trustees and key staff;
- Policies and Procedures of the organisation;
- Financing of the organisation and explanation of the accounts;
- Strategy and Business Plan, including future plans and objectives.

New trustees meet with the Chief Officer and key staff, and are invited to take part in the induction process of Age UK Torbay. Our trustees have also attended training courses and conferences relevant to the requirements and responsibilities of their respective roles as trustees.

The trustees have delegated management of Age UK Torbay to the Chief Officer who, along with the senior management team, is responsible for ensuring that the charity delivers the services required and for reporting on the performance and financial position of the organisation.

### **Related Parties and Networks**

Age UK Torbay is a Brand Partner of Age UK, and a member of the Age England Association. All Age UK Brand Partners sign a Brand Partner Agreement.

# **Age UK Torbay (A Company Limited by Guarantee)**

## **Trustees' Report For the Year Ended 31 March 2019**

Age UK Torbay is a member of the Age England Association. The Association is a corporate body that acts as the representative body for Brand Partners and Friends of Age UK. Members of the Association agree to observe and be bound by the Articles of Association and to support the objects of the Age England Association.

### **Risk Management**

The Board of Trustees has undertaken an assessment of the risks to which the charity is exposed, including operational, financial, and external risks, and are introducing procedures and reporting regimes to manage and reduce the risks. In particular the Trustees have instructed management to prepare and maintain contingency plans to cover all identified areas of risk, and to maintain a risk register to formalise the risk management process.

Internal controls and policies and procedures are in place to manage risk, and these are reviewed and amended regularly to ensure that they meet current requirements.

### **Our Aims and Objectives**

The mission of the charity is to promote the wellbeing of all older people in Torbay, and to help make later life a fulfilling and enjoyable experience.

To achieve this, the key objectives and strategies in 2018 - 2019 were:

- Promoting positive attitudes to older people and ageing
- Promoting wellbeing in older people
- Tackling loneliness and isolation in older people
- Influencing and developing public policies that affect older people
- Encouraging choice and opportunity for older people
- Working with all appropriate agencies and partners to secure the widest range of services that best matches the needs of the client population
- Providing support to older people through direct service provision
- Providing and promoting accessible information to older people to enable them to make informed choices
- Maintaining the independence and autonomy of the organisation
- Treating all older people, staff and volunteers as equal with equal respect
- Generating independent income through services and other activities, and maintaining financial controls

### **Activities for achieving our Aims and Objectives**

We review our aims, objectives and activities each year. This report looks at what we achieved and the outcomes of our work in the last 12 months. The report looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help.

The report also helps us ensure our aims and objectives remained focused on our stated purposes. We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives; in particular the trustees consider how planned activities will contribute to our aims and objectives.

# Age UK Torbay (A Company Limited by Guarantee)

## Trustees' Report For the Year Ended 31 March 2019

### How our activities delivered public benefit

#### Information and Advice

We received 4386 enquiries at our Information and Advice service and we assisted older people to claim £1,769,339 (37% increase on last year) of benefits they were entitled to. Our Information and Advice service plays a vital role in tackling poverty and promoting dignity and older peoples' rights.

Increasingly, we are working with Wellbeing clients who are presenting with both wellbeing and money issues such as rent arrears, poor housing, care needs and budgeting. Debt issues are referred through to Citizens Advice.

The provision of this service also gives health and social service professionals the option of signposting older people to an independent service designed especially for them. The timely information and advice that we provide often reduces the need for other services.

#### Advocacy/Case Work

Our Advocacy service assisted more than 726 (increase of 25% on last year) clients with a diverse range of problems and issues, some of them complex and requiring the intervention of a third-party.

Advocacy services take action to help people say what they want, secure their rights, and represent their interests and obtain services they need. Our advocates work in partnership with the older people they support and "take their side". An effective Advocacy service promotes social inclusion, equality and social justice.

Additionally, our volunteers carried out 987 (up by 11% from last year) home visits during the year, mainly applying for Attendance Allowance.

Benefit	No of new claims	Amount gained
AA	352	£1,325,649.00
DLA	6	£17,745.00
PIP	42	£128,312.00
Pension Credit	63	£166,529.00
Housing Benefit	28	£76,763.00
Council Tax Benefit	48	£51,731.00
Working Tax Credit	3	£1,757.00
ESA	2	£853.00

#### Traders Register

We maintain a register of 28 traders who have undergone background checks on their insurance and their reputation on dealing with older people, and have agreed to sign up to a code of practice. The register includes a wide variety of trades, among them a handyperson service, plumbers, electricians and gardeners. We carry out annual checks on their insurances and membership of professional trade associations.

## **Age UK Torbay (A Company Limited by Guarantee)**

### **Trustees' Report For the Year Ended 31 March 2019**

The Traders Register provides older people with access to effective solutions to a wide range of home maintenance problems. Jobs are carried out by carefully vetted and appropriately skilled traders.

The work provided through Traders Register is preventative in nature and enables older people to continue living independent lives in their own homes for longer. Our service facilitates access to trusted traders for some of the most vulnerable in our communities who might be reluctant to seek help independently.

Throughout the year, 620 people requested details of traders through this scheme.

#### **Befriending and Careline**

Our Befriending service worked with 31 (72% increase) people over the year with 27 (increase of 10 over the year), volunteers visiting people in their homes.

Befrienders provide emotional support, which can lead to improvements in mood and confidence;

- Improving communication skills – talking to someone else who has time to listen, respond and share;
- Offering a different type of support to that provided by relatives or health and social care staff – ‘chatting man to man or woman to woman’;
- Giving our clients something to look forward to.

The high profile for isolation and loneliness, and the work being done by Wellbeing Torbay, has led to a significant increase in the need for befriender volunteers. We continue to grow our volunteer number (currently 27) to match demand. We are also taking advantage of the Age UK “Call in Time” telephone befriending scheme, referring older people who might benefit from regular telephone contact.

Due to the retirement of a long term volunteer and the availability of Call in Time, we no longer operate our Careline.

#### **Wellbeing Torbay**

Launched in July 2016 and funded through Ageing Well (Big Lottery Fund) and Torbay and South Devon NHS Foundation Trust, this service works with lonely and isolated older people, enabling them to re-engage with their communities, set and achieve their own goals and provide support to prevent ill health.

Wellbeing Co-ordinators have a guided conversation that encourages individual own goals and can support people to live their lives the way they want to. This can include an introduction to local community activities – coffee mornings, exercise classes, volunteering etc.

Since the start of this year, we have worked with 539 lonely and isolated people over 50s living in Torbay. Initial results indicate that:

- 44% decrease in NHS service use or no change
- 20% increase in mental health and wellbeing
- 12% decrease in extreme anxiety and depression
- 10% increase in physical wellbeing
- 50% reduction in loneliness

## **Age UK Torbay (A Company Limited by Guarantee)**

### **Trustees' Report For the Year Ended 31 March 2019**

#### **Home Support**

We provided 11831 hours of service to 230 older people this year. This service helps older people retain their independence by assisting them with tasks such as cleaning, shopping, ironing, cooking, and collecting prescriptions and pensions. Home Support can also provide trips out, companionship support and a sitting service.

The older people we help through this service value the continuity of their relationships with staff who 'look out for them', and often benefit from being introduced to our other services where this is appropriate.

#### **iPad Courses**

Our courses promote digital inclusion by helping older people learn to be comfortable using iPad tablet computers. Teaching concentrates particularly on social media and communication, which helps older people to stay in touch with family and friends, and online shopping which is especially useful for housebound clients.

40 people have attended courses throughout the year.

#### **Volunteers**

Age UK Torbay is grateful for the unstinting efforts of its volunteers who are involved in supporting the charity in achieving its aims and objectives. We have over 45 volunteers who regularly support us on a day-to-day basis.

Our volunteers cover Information and Advice drop in sessions, visit people in their homes to complete forms, befriend, work with our Wellbeing team, carry out administration tasks, provide training on iPads, and support social activities.

#### **Representation and Campaigning**

Age UK Torbay took an active part in most of the national campaigns organised by Age UK, and campaigned locally on a number of issues including:

- No one should have no one - raising awareness of the millions of older people who face later life alone
- Disabled Parking
- Attendance Allowance

#### **Other Activities**

- Continued to actively to promote and develop our image, profile and reputation as an Age UK brand partner, establishing the organisation as a key provider of Information and Advice, a provider of quality, affordable services to enable older people to enjoy later life and as a voice for older people in Torbay.
- Participated actively in consortia and collaboration and cooperation initiatives with other organisations and agencies to meet service requirements, develop new services and obtain funding, and satisfy funder aspirations.
- Working in-partnership to further develop the Ageing Well programme across Torbay.
- Fundraising to enable us to do more for our community



## **Age UK Torbay (A Company Limited by Guarantee)**

### **Trustees' Report For the Year Ended 31 March 2019**

#### **Future Developments**

- Work with partners to develop and implement projects and services that enhance our offerings to older people and create sustainable income streams to sustain our charitable activities.
- Take positive and pro-active steps to ensure involvement with and recognition by agencies forming the new model of care.
- Be actively involved with Age UK national initiatives, campaigning and service development.
- Continue to build on our strategy to ensure that all appropriate services are financially self - sustaining and contribute to funding for charitable activities.
- Continue to initiate and participate in appropriate consortia and collaboration and cooperation arrangements with other organisations and agencies to meet service requirements and satisfy funder aspirations, and to develop new services and opportunities for older people.
- Seek actively to identify and to maximise sources of funding to achieve a higher degree of diversity and security of funding.
- Continue to promote and develop membership and volunteering as an integrated access pathway to the organisation, providing enhanced benefits for Age UK Torbay and users alike.

#### **Financial Review**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Statement of Financial Activities (SOFA) shows the gross income from all sources and the split of activity between restricted and unrestricted funds.

The decision to close the Manor Corner office following the closure of Day's Out, took place in September 2018. The lease will expire in May 2019.

Legacy income was boosted with gifts of £34,095 for which we are very grateful.

Resources expended in the year reduced in line with the reductions in service income, though it was not possible to compensate fully for the loss of some grant income. Other costs, particularly in Overheads, Support and Central Office costs continue to be controlled by careful management.

Whilst the outlook remains uncertain from a local and national grant perspective, with changes taking place in the health and care landscape and reducing local authority finances, inevitably, placing ever greater demands on our services, Age UK Torbay will adapt as necessary and seek to work actively with funders and partners to develop new ways of working that enhance services and ensure sustainability, and where possible bring in new funding sources for the benefit of older people in Torbay.

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Trustees' Report  
For the Year Ended 31 March 2019**

**Reserves Policy**

Age UK Torbay unrestricted reserves represent the funds that are freely available to spend, arising from past operating results, legacies and donations.

Restricted funds fall outside the definition of reserves as these are funds that are given to Age UK Torbay for a specific purpose and as such are not to be used freely.

Age UK Torbay will invest its reserves appropriately in order to maintain current or future levels of income and protection of capital.

The Trustees aim to maintain free reserves to cover a minimum of six months running costs, together with a contingency fund to cover statutory and legal commitments. The current level of reserves required is therefore approximately £306,000. Free reserves at 31st March 2019 amount to approximately £263,478. The trustees are working on a plan which will see a steady growth towards our reserves policy.

The free reserves figure does not include the value of our owned property at Dendy Road.

The Reserves policy is reviewed in line with other policies by the Board of Trustees.

**Investment Policy**

All funds surplus to short term working capital needs are placed on deposit with the Charity's bankers.

**Going Concern**

After making appropriate enquiries, the trustees have a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in our policies.

Signed on behalf of the Trustees

Jacqui Lyttle  
Chair of Trustees

Date: 18 November 2019

## **Age UK Torbay (A Company Limited by Guarantee)**

### **Statement of Trustees' Responsibilities**

The trustees (who are also the directors for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the Charity's Statement of Recommended Practice: SORP (FRS102) and in accordance with the special provisions of part 16 of the Companies Act 2006 relating to smaller entities.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Independent Examiner's Statement**

I report to the charity trustees on my examination of the accounts for the year ended 31 March 2019, which are set out on pages 11 to 27.

**Responsibilities and basis of report**

As the trustees of the Charity (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act;  
or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

**Martin Hobbs BSc ACA**

Francis Clark LLP  
Chartered Accountants  
Sigma House  
Oak View Close  
Edginswell Park  
Torquay  
TQ2 7FF

5 December 2019

**Age UK Torbay**  
**(A Company Limited by Guarantee)**

**Statement of Financial Activities**

**Year Ended 31 March 2019**

	<b>Note</b>	<b>Unrestricted Funds 2019 £</b>	<b>Restricted Funds 2019 £</b>	<b>Total Funds 2019 £</b>	<b>Total Funds 2018 £</b>
<b>Income from:</b>					
Donations and capital grants	2	317,097	60,084	377,181	325,132
Charitable activities	3	218,881	-	218,881	285,973
Other trading activities	4	8,341	-	8,341	7,474
Interest received		92	-	92	77
Other income		2,295	-	2,295	5,470
<b>Total</b>		<b>546,706</b>	<b>60,084</b>	<b>606,790</b>	<b>624,126</b>
<b>Expenditure on:</b>					
Charitable activities	5	547,930	64,530	612,460	654,334
<b>Total</b>		<b>547,930</b>	<b>64,530</b>	<b>612,460</b>	<b>654,334</b>
<b>Net income/(expenditure)</b>		<b>(1,224)</b>	<b>(4,446)</b>	<b>(5,670)</b>	<b>(30,208)</b>
Transfer between funds		91,600	(91,600)	-	-
<b>Net movement in funds</b>		<b>(90,376)</b>	<b>(96,046)</b>	<b>(5,670)</b>	<b>(30,208)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		355,339	96,046	451,385	481,593
<b>Total funds carried forward</b>		<b>445,715</b>	<b>-</b>	<b>445,715</b>	<b>451,385</b>

The notes on pages 15 to 27 form part of these financial statements.

**Age UK Torbay**  
**(A Company Limited by Guarantee)**  
**Registered Number: 02764633**

**Balance Sheet**

**31 March 2019**

	<b>Note</b>	<b>£</b>	<b>2019</b> <b>£</b>	<b>£</b>	<b>2018</b> <b>£</b>
<b>Fixed assets</b>					
Tangible assets	8		<b>182,237</b>		197,857
<b>Current assets</b>					
Stocks		<b>60</b>		153	
Debtors	9	<b>104,834</b>		96,095	
Cash at bank and in hand		<b>214,762</b>		214,754	
		<b>319,656</b>		311,002	
<b>Creditors: amounts falling due within one year</b>	10	<b>(56,178)</b>		(57,474)	
<b>Net current assets</b>			<b>263,478</b>		253,528
<b>Net assets</b>			<b>445,715</b>		451,385
<b>Charity Funds</b>					
Restricted funds	11		-		96,046
Unrestricted funds:	11		<b>445,715</b>		355,339
<b>Total funds</b>			<b>445,715</b>		451,385

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Balance Sheet (continued)**

**As at 31 March 2019**

The Trustees consider that the company is entitled to exemption from the requirement to have an audit under the provisions of Section 477 of the Companies Act 2006 ('the Act') and members have not required the company to obtain an audit for the year in question in accordance with s.476 of the Act.

The Trustees acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and for preparing financial statements which give a true and fair view of the state of affairs of the company as at 31 March 2019 and of its net income or expenditure for the year in accordance with the requirements of Sections 394 and 395 of the Act and which otherwise comply with the requirements of the Companies Act 2006 relating to the financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Trustees on 18 November 2019 and signed on their behalf by:

Jacqueline Lyttle  
Trustee

Kevin Shaw  
Trustee

Company Registration Number: 04046684

The notes on pages 15 to 27 form part of these financial statements.

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Cash Flow Statement**

**As at 31 March 2019**

	<b>Note</b>	<b>2019 £</b>	<b>2018 £</b>
<b>Cash flows from operating activities</b>			
Net cash provided by operating activities	13	<u>2,082</u>	<u>(17,808)</u>
<b>Cash flows from investing activities:</b>			
Purchase of tangible fixed assets		<u>(2,074)</u>	<u>(9,997)</u>
<b>Net cash used in investing activities</b>		<u>(2,074)</u>	<u>(9,997)</u>
<b>Change in cash and cash equivalents in the year</b>	14	<b>8</b>	<b>(27,805)</b>
Cash and cash equivalents brought forward		<u>214,754</u>	<u>242,559</u>
<b>Cash and cash equivalents carried forward</b>	14	<u><u>214,762</u></u>	<u><u>214,754</u></u>



**Age UK Torbay  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**1. Accounting policies**

**a) Basis of preparation of financial statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006. The address of the registered office is given in the reference and administrative details on page 1. The nature of the charity's operations and its principal activities are set out in the Trustees' report.

Age UK Torbay meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The functional and presentational currency of these financial statements is sterling.

The financial statements are prepared on a going concern basis and under the historical cost convention.

**b) Company Status**

The company is a company limited by guarantee incorporated in England and Wales. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

**c) Fund Accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**1. Accounting policies (continued)**

**d) Income**

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met and the amount can be measured reliably.

Income from charges to clients is recognised in the period to which it relates.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably.

The charity receives a high level of support from volunteers, without which considerable expense would be incurred. It is not considered meaningful or practicable to put a monetary value on this support; nonetheless the trustees are grateful to those who provide it.

Other income is recognised in the period in which it is receivable and to the extent the goods or services have been provided.

**e) Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measure reliably.

**f) Going Concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist regarding the charity's ability to continue in operation as a going concern.

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**1. Accounting policies (continued)**

**g) Tangible Fixed Assets and Depreciation**

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis.

Freehold property	–	4% straight line
Leasehold improvements	–	20% straight line
Fixtures and fittings	–	20% straight line
Office equipment	–	25% reducing balance
Computer equipment	–	33% straight line

**h) Operating leases**

Rentals under operating leases are charged to the SOFA as they are paid.

**i) Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**j) Liabilities and provisions**

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

**k) Financial Instruments**

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as financial assets, financial liabilities or equity instruments. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities. The company holds the following financial instruments, all of which are considered to be basic:

- Short term debtors and creditors
- Cash and bank balances

**l) Pensions**

The company operates a defined contribution group personal pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

**m) VAT**

The charity is not registered for VAT. All expenditure is therefore stated inclusive of VAT where applicable.

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**2. Donations and legacies**

	<b>Unrestricted funds 2019 £</b>	<b>Restricted funds 2019 £</b>	<b>Total funds 2019 £</b>	<b>Total funds 2018 £</b>
Donations	14,599	-	14,599	11,762
Legacies	34,095	-	34,095	1,287
Grants	268,403	60,084	328,487	312,083
	<u>317,097</u>	<u>60,084</u>	<u>377,181</u>	<u>325,132</u>

Income from donations and legacies in 2018 included unrestricted income of £18,502 and restricted income of £306,630.

**Analysis of grants**

	<b>2019 £</b>	<b>2018 £</b>
Torbay and South Devon NHS Foundation Trust	90,487	78,300
Age UK	18,865	20,766
Velnoweth Trust	500	500
Age UK/Eon	26,040	25,668
Torbay Community Development Trust	186,595	180,849
Police and Crime Commissioner	6,000	6,000
	<u>328,487</u>	<u>312,083</u>

**Age UK Torbay  
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**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**3. Income from charitable activities**

	<b>Unrestricted funds 2019 £</b>	<b>Restricted funds 2019 £</b>	<b>Total funds 2019 £</b>	<b>Total funds 2018 £</b>
Charges to clients	217,474	-	217,474	284,952
Miscellaneous income	1,407	-	1,407	1,021
	<u>218,881</u>	<u>-</u>	<u>218,881</u>	<u>285,973</u>

All 2018 income from charitable activities related to unrestricted funds.

**4. Income from other trading activities**

	<b>Unrestricted funds 2019 £</b>	<b>Restricted funds 2019 £</b>	<b>Total funds 2019 £</b>	<b>Total funds 2018 £</b>
Events	512	-	512	3,446
Gross income from trading	-	-	-	113
Other fundraising income	7,829	-	7,829	3,915
	<u>8,341</u>	<u>-</u>	<u>8,341</u>	<u>7,474</u>

Income from other trading activities in 2018 included unrestricted income of £6,900 and restricted income of £574.

**Age UK Torbay  
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**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**5. Analysis of Charitable activities**

	Unrestricted	Restricted	2019	2018
	£	£	£	£
Cost of supplies and services	3,305	-	3,305	4,048
Grants to other organisations	27,438	-	27,438	24,354
Travel costs	6,514	2,150	8,664	6,247
Office expenses	29,835	1,750	31,585	30,961
Wages and salaries	385,896	51,945	437,841	484,130
National insurance	13,990	5,397	19,387	20,471
Pension cost	8,113	2,753	10,866	10,091
Training	461	-	461	302
Advertising and publicity	-	-	-	1,051
Equipment costs	3,378	-	3,378	3,034
Trustees meetings and recruitment	1,993	73	2,066	1,752
Subscriptions	644	269	913	3,364
Legal and professional	5,307	-	5,307	9,246
Accountancy	3,600	-	3,600	2,760
Bank charges	1,205	-	1,205	883
Sundry expenses	5,485	193	5,678	2,752
Premises costs	28,765	-	28,765	25,717
Insurance	4,307	-	4,307	4,309
Depreciation	17,444	-	17,444	18,862
Loss on disposal of asset	250	-	250	-
	<u>547,930</u>	<u>64,530</u>	<u>612,460</u>	<u>654,334</u>

Total expenditure in 2018 included unrestricted expenditure of £362,196 and restricted expenditure of £292,138.

**Age UK Torbay  
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**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**6. Net income/expenditure**

This is stated after charging:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Depreciation of tangible fixed assets	<b>17,444</b>	18,862
Independent examiner's fees	<b>1,800</b>	1,800
	<b><u>19,244</u></b>	<u>20,662</u>

**7. Staff costs**

Staff costs were as follows:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Wages and salaries	<b>437,841</b>	484,130
Social security costs	<b>19,387</b>	20,471
Other pension costs	<b>10,866</b>	10,091
	<b><u>468,094</u></b>	<u>514,692</u>

The average number of persons employed by the charity during the year was as follows:

	<b>2018</b>	<b>2017</b>
	<b>No.</b>	<b>No.</b>
Headcount	<b>41</b>	45
Full time equivalent	<b>23</b>	22
	<b><u>41</u></b>	<u>45</u>

No employee received remuneration amounting to more than £60,000 in either year.

The aggregate employee benefits payable to key management personnel for the year was £50,195 (2018: £45,429).

During the year, no Trustees received any remuneration (2018: £nil) or benefits in kind (2018: £nil)

No Trustees received any reimbursement of expenses in the year (2018: £nil).

There were no related party transactions during the year (2018: £nil).

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**8. Tangible Fixed Assets**

	<b>Freehold Property</b>	<b>Leasehold improvements</b>	<b>Fixtures &amp; fittings</b>	<b>Computer equipment</b>	<b>Office equipment</b>	<b>Total</b>
<b>Cost or valuation</b>						
At 1 April 2018	<b>265,929</b>	<b>10,978</b>	<b>9,044</b>	<b>44,152</b>	<b>52,163</b>	<b>382,266</b>
Additions	-	-	-	<b>2,074</b>	-	<b>2,074</b>
Disposals	-	-	<b>(831)</b>	-	-	<b>(831)</b>
At 31 March 2019	<b>265,929</b>	<b>10,978</b>	<b>8,213</b>	<b>46,226</b>	<b>52,163</b>	<b>383,509</b>
<b>Depreciation</b>						
At 1 April 2018	<b>80,198</b>	<b>7,686</b>	<b>8,764</b>	<b>36,915</b>	<b>50,846</b>	<b>184,409</b>
Charge for year	<b>10,637</b>	<b>2,196</b>	<b>21</b>	<b>4,261</b>	<b>329</b>	<b>17,444</b>
Depreciation on disposal	-	-	<b>(581)</b>	-	-	<b>(581)</b>
At 31 March 2019	<b>90,835</b>	<b>9,882</b>	<b>8,204</b>	<b>41,176</b>	<b>51,175</b>	<b>201,272</b>
<b>Net book value</b>						
At 31 March 2019	<b>175,094</b>	<b>1,096</b>	<b>9</b>	<b>5,050</b>	<b>988</b>	<b>182,237</b>
At 31 March 2018	185,731	3,292	280	7,237	1,317	197,857

**9. Debtors**

	<b>2019 £</b>	<b>2018 £</b>
Trade debtors	<b>35,837</b>	65,513
Accrued income	<b>60,293</b>	16,552
Prepayments	<b>8,704</b>	14,030
	<b>104,834</b>	96,095



**Age UK Torbay  
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**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**10. Creditors: Amounts falling due within one year**

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Trade creditors	<b>8,037</b>	9,324
Other taxation and social security	<b>10,866</b>	5,830
Accruals and deferred income	<b>37,275</b>	42,320
	<hr/> <b>56,178</b> <hr/>	<hr/> 57,474 <hr/>

**Deferred income**

	<b>£</b>
Deferred income at 1 April 2018	<b>24,172</b>
Resources deferred during the year	<b>18,897</b>
Amounts released from previous years	<b>(24,172)</b>
	<hr/> <b>18,897</b> <hr/>

**Age UK Torbay  
(A Company Limited by Guarantee)**

**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**11. Statement of Funds**

	Brought forward £	Income £	Expenditure £	Transfers in/out £	Carried Forward £
<b>Designated Funds</b>					
Property and Fixed Assets	197,857	-	-	(15,620)	182,237
<b>General Funds</b>					
General funds	157,482	546,706	(547,930)	107,220	263,478
Total unrestricted funds	355,339	546,706	(547,930)	91,600	445,715
<b>Restricted Funds</b>					
Information and advice – Transition Fund	17,122	-	-	(17,122)	-
E.on Benefits Take Up Programme – Age UK	-	26,040	(26,040)	-	-
Wellbeing Project	74,478	-	-	(74,478)	-
Wellbeing – Improved BCF	-	4,035	(4,035)	-	-
Torbay Community ICO Project	4,446	17,823	(22,269)	-	-
Packages of Care	-	12,186	(12,186)	-	-
	96,046	60,084	(64,530)	(91,600)	-
Total funds	451,385	606,790	(612,460)	-	445,715

**Information and Advice – Torbay and South Devon NHS Foundation Trust (T&SDNHSFT)**

A contract with the Trust to deliver Information and Advice. Up to date information and informed advice form the cornerstone of Age UK Torbay services.

The free and confidential service is available through drop ins at Dendy Road.

Home visits to complete benefit applications (Attendance Allowance etc) are possible.

**Information and Advice – Transition Fund**

Delivering a preventative support package of personal budget brokerage and social prescribing to help clients take control of their lives through the provision of preventative advice and increase in financial confidence/wellbeing/empowerment following advice sessions.

**Age UK Torbay  
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**Notes to the Financial Statements  
For the Year ended 31 March 2019**

**11. Statement of Funds (continued)**

**E.on Benefits – Age UK**

The programme supports the delivery of information and advice sessions on benefits, money and related issues to people in later life, with the aim of ensuring that older people claim the benefits they are entitled to and get the support they need to live independently.

**Wellbeing Torbay – Ageing Well and T&SDNHSFT**

Started in June 2016 with the Big Lottery Fund, through Torbay Community Development Trust.

Since 2018 this has been jointly funded between the Community Fund and the Trust.

The project works with anyone living in Torbay who is over the age of 50, and considers themselves to be lonely and isolated. Using a guided conversation model, the aim is to enable people to re-engage with their communities and live the best life they can, it encourages people to set their own goals and support them to prevent ill health.

The focus is on people, their stories, needs and aspiration. We recognise that everyone is different, so our response varies from person to person.

**Specialised Wellbeing – Improved Better Care Fund**

Wellbeing has highlighted many people with complex needs. These are primarily support with dementia, end of life and housing.

Through iBCF, we have secured ‘test and learn’ funding for three posts over two years to provide support in these areas.

**Torbay ICO Project – Wellbeing**

Funding to provide an additional Wellbeing Co-ordinator. This ended in December 2018.

**Packages of Care – T&SDNHSFT**

Working with the Trust on a ‘test and learn’ basis, this project was set up to investigate how the voluntary sector could build on work with low need packages of care.

With further input from Carer Support it now provides support to both carers and cared for, a six week package, providing some respite, rest and additional interest stimulation.

**Designated Fund**

The balance of the designated fund represents the carrying value of Property and other Fixed Assets.

**Age UK Torbay**  
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**Notes to the Financial Statements**  
**For the Year ended 31 March 2019**

**12. Analysis of Net Assets Between Funds**

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £	Total funds 2018 £
Tangible fixed assets	182,237	-	182,237	197,857
Current assets	319,656	-	319,656	311,002
Creditors due within one year	(56,178)	-	(56,178)	(57,474)
	<u>445,715</u>	<u>-</u>	<u>445,715</u>	<u>451,385</u>

**13. Reconciliation of net movement in funds to net cash flow from operating activities**

	2019 £	2018 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(5,670)	(30,208)
<b>Adjustment for:</b>		
Depreciation charges	17,444	18,862
Loss on disposal	250	-
Decrease in stocks	93	612
(Increase) in debtors	(8,739)	(25,065)
(Decrease/increase in creditors)	(1,296)	17,991
<b>Net cash provided by operating activities</b>	<u>2,082</u>	<u>(17,808)</u>

**14. Analysis of cash and cash equivalents**

	2019 £	2018 £
Cash in hand	214,762	214,754
<b>Total</b>	<u>214,762</u>	<u>214,754</u>

**Age UK Torbay**  
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**Notes to the Financial Statements**  
**For the Year ended 31 March 2019**

**15. Operating lease commitments**

At 31 March 2019 the total of the Charity's future minimum lease payments under non-cancellable operating leases was:

	<b>2019</b>	<b>2018</b>
	<b>£</b>	<b>£</b>
Amounts payable		
Within 1 year	<b>1,351</b>	16,374
Between 1 and 5 years	<b>425</b>	1,776
<b>Total</b>	<b>1,776</b>	18,150